FieldPro RT43 Troubleshooting Guidelines

When encountering problems, the cause may be the printer or may sometimes be due to other problems with your system. Please review the following tables to solve common problems you may encounter with your printer. You may also visit www.printek.com for additional "FAQ's" that may assist you.

If you are still unable to solve your problem, please contact the company where you purchased your printer since they are most familiar with your systems. If they are unable to help you, you may contact Printek Technical Support at (800) 368-4636.

Error Conditions

Whenever the printer detects an error condition. the Error Indicator will either flash or stay on. In some cases the audible alarm will also sound. Please refer to the following table for a list of what causes these conditions and how they may be corrected.

Error Indicator	Possible Cause	Solution
Flashes, With Alarm	Paper Out	Install paper and press the Paper Feed Button to clear the error.
Flashes, No Alarm	Paper Out or Paper door not fully closed.	Make sure the door is fully closed by opening the door and closing it again until the door "clicks" closed. Check the platen roller for damage.
Stays On, With Alarm	Communications error.	Verify communications settings in the Interface Menu. Printer must be turned off to clear error.

Other Problems

Problem	Possible Cause	Solution
Printer will not turn on.	Battery not installed properly.	Remove and reinstall battery making sure the battery release lever “clicks” when fully installed.
	Discharged battery.	Recharge battery.
Printer turns itself off.	Auto Power Down is enabled.	Change setting in Options Menu.
	Battery discharged.	Replace or recharge battery.
	Electrostatic discharge.	May occur in extreme low humidity conditions. Turn printer back on with power button.
Battery Indicator does not light or does not stay lit when power adapter is connected.	Battery already fully charged.	No action required.
	Power adapter not receiving power.	Check building/vehicle circuit breakers/fuses.
	Faulty power adapter.	Check output of power adapter with voltmeter. 9 VDC.
	Battery not installed properly.	Remove and reinstall battery making sure the battery release lever “clicks” when fully installed.
Battery not charging.	Faulty power adapter or battery.	Replace battery and/or adapter to determine which may be faulty.
Poor print quality.	Low battery.	Check and recharge battery.
	Print head dirty.	Clean print head.
	Poor quality or “old” paper.	Verify paper from approved source. Try new roll of paper.
Paper not feeding.	Obstruction in paper path or paper improperly installed.	Check paper path and reinstall paper.
	Poor quality paper.	Verify paper from approved source.
	Paper Door not fully closed.	Verify door is closed.
Paper does not advance to black mark reliably.	Dirty black mark/paper sensor	Clean Sensor.
	Black mark density/contrast.	Adjust Mark Sensitivity.

Problem	Possible Cause	Solution
Paper not feeding reliably or print is compressed vertically	Poor quality paper.	Verify paper from approved source.
	Heavy or thick forms. Specialty paper with slick finish.	Lower the Max Paper Speed in Format Menu.
	Paper Door not fully closed.	Verify door is closed.
Print Garbled.	Low Battery.	Check and recharge battery.
	Improper Serial Interface configuration.	Verify printer and host settings match.
	Paper Door not fully closed.	Verify door is closed.
Printer will not print.	Low Battery.	Check and recharge battery.
	Paper not loaded correctly.	Check paper path and reinstall paper.
	Improper interface configuration.	Verify printer and host settings match. Print a self test to verify printer settings and to verify printer is functioning properly.
Cannot print via optional interface.	Interface not configured correctly.	Print a self test to verify printer settings. Make sure the interface is selected and make sure printer and host set ups match.
MCR Reader does not read cards reliably.	MCR reader dirty.	Clean reader.

Obtaining Service

If service is required for your printer, please contact the company where you purchased your printer. If they are unable to assist you, contact Printek Customer Service at (800) 368-4636.

If you wish to return your printer to Printek for service, please contact Printek Customer Service at (800) 368-4636 to obtain a Return Authorization Number. Units returned without a Return Authorization will not be accepted.